

# May

**App Role: Customer**

- 44 years old
- Customer Service Officer in a MNC
- Wembley, London
- Loves getting best deals

## Bio

May is a customer service officer in a MNC. As her role requires, she is patient and yet resourceful in finding solutions to her customer's problems. Likewise, she has high expectations on others as well as other applications that she might use. She expects them to be quick, stable, robust and fit her requirements. She does not own a car so has had to rely on transport booking applications to get to places whenever the public transport is down. That has happened more than twice just in the last week for May.

**Single, not married**

**Loves her job**

## High expectations on applications

# Personality



## Introvert

## Extrovert

## Analytical

## Creative

## Busy

## Time rich

## Messy

## Organized

**Independent**

## Team player



## Passive

## Active

## Safe

## Risky